

**ACTION PLAN: HMCIP REPORT**

**ESTABLISHMENT: HMP MANCHESTER**

<b>TIMETABLE</b>		<b>STATUS OF THIS RETURN</b>
<b>Announced inspection</b>	<b>27 October-7 November 2014</b>	
<b>Report published</b>	<b>13 May 2015</b>	
<b>Action Plan submitted</b>	<b>28 July 2015</b>	<b>Attached</b>

## ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: HMP MANCHESTER

POSITION AS AT: JULY 2015

1. Rec. No.	2. Recommendation	3. Accepted/ Rejected	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	<b>Main recommendations To the governor</b>				
5.1	Managers should explore and address the negative perceptions of black or minority ethnic and Muslim prisoners, including through dedicated prisoner support and consultation forums for all those with protected characteristics. Disparities in ethnic monitoring should be thoroughly and promptly investigated and addressed. (S43)	Accepted	Monthly forums, chaired by the deputy governor, specifically for prisoners from a black minority ethnic (BME) background will be held to address and highlight perceptions. Prisoners with other protected characteristic groups will have monthly forums and meeting groups arranged by the equality team. Where the ethnic monitoring identifies disparities these will be investigated.	Head of Safer Custody and Segregation	31 August 2015
5.2	Prisoners with disabilities should only be held at Manchester when they can be provided with appropriate accommodation, care and support. When it is appropriate to hold them at Manchester, they should receive individual care appropriate to their needs. (S44)	Accepted	Governors are required to follow the guidance within Prison Service Instruction (PSI) 17/2015, <i>Prisoners Assisting Other Prisoners</i> , and provide suitable accommodation and facilities which meet the care and support needs of all prisoners.  Access to facilities for prisoners with mobility issues is limited at HMP Manchester due to the prison's layout and design. Efforts, however, will be made to accommodate prisoners' needs in line with NOMS's duties under the Equality Act. As a local prison, HMP Manchester serves the Courts and any prisoner who has specific care and support issues which cannot be accommodated once sentenced will be considered for an appropriate move to meet their specific care needs.	Head of Offender Management Unit	31 July 2015
	<b>Recommendation To the Home Office and NOMS</b>				
5.3	The provision and support for foreign national prisoners with little or no English should be improved, and detainees should not be held in prisons after the completion of their sentences.	Partially Accepted	Home Office Criminal Casework is well aware of the difficulties that non-English speaking foreign nationals face and has considered the translation of documents for foreign national offenders (FNOs). However, the	Home Office Criminal Casework	Completed and ongoing

	(2.39)	<p>translation of individual documents and letters which are served or sent to FNOs is not a feasible option for a number of reasons. Given the need for individual letters, it will be logistically complex as there are many different languages, dialects and scripts, and this is likely to delay the service of papers. Legal advice has confirmed that the Home Office is not obliged to produce documents in the FNO's first language.</p> <p>Criminal Casework has translated some generic letters which can be used when explaining what specific letters mean. Although these are not individually tailored, the letters have generic details and can be used by any immigration officials working in prisons as a tool alongside the English language versions to aid understanding. The templates cover the main documents produced including deportation orders. At HMP Manchester, translation facilities have now been added to the <i>Unilink</i> system to assist FNOs with ordering canteen and other items. They also have access to frequently asked questions.</p> <p>In addition, when undertaking interviews – e.g. Asylum or Emergency Travel Document, the requirement for a professional interpreter is assessed and booked if it is deemed necessary.</p> <p>Every effort is made to make sure that a FNOs removal by deportation coincides with his or her release from prison on completion of sentence or during the early removal scheme period where that applies. Where the removal of an FNO is not possible on completion of their sentence, detention may be continued under immigration powers.</p> <p>FNOs may continue to be detained in prison for reasons of security or control and where it is assessed that those concerned are not suitable for the more informal environment provided in immigration removal centres. The prison may also accommodate detainees who have been assessed as suitable for transfer to the immigration removal estate but are awaiting transfer.</p>	Head of Offender Management Unit	
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			Every effort is made to make sure that prisoners are aware of the decision to maintain detention at the end of their sentence. Any FNO who meets the criteria under the provisions of automatic deportation within the UK Borders Act 2007 will have been advised that they are liable for deportation from the date of their conviction.		
	<b>Recommendation To NOMS and the governor</b>				
5.4	The prison should transfer prisoners whose care needs it cannot meet to an appropriate alternative prison. (1.38)	Accepted	As per recommendation 5.2 above.	Head of Offender Management Unit	31 July 2015
	<b>Recommendation To Prisoner Escort and Custody Services</b>				
5.5	Escort staff should complete person escort records in full, including risk information. (1.6)	Partially Accepted	The Prisoner Escort and Custody Service (PECS) court escort contractors are required to manage the movement of prisoners via the Person Escort Record (PER). The PER records risk based information as well as a history of events. When handing over the prisoner to a stakeholder, the escort staff should provide a verbal brief of risks based on the PER. Any documentation provided by the court or police, and in addition to the PER, will be transported with the prisoner and handed over to the prison reception staff. However, the Court Escort Contractor has no contractual responsibility to make sure additional documentation is presented. The availability of additional documentation remains outside the control of PECS.	Prisoner Escort and Custody Service (PECS)	Completed and ongoing
	<b>Recommendations To the governor</b>				
	<b>Courts, escort and transfers</b>				
5.6	Prisoners' property should accompany them and staff should systematically follow up any concerns about missing property following transfer. (1.5)	Accepted	The transfer of property remains governed by PSI 12/2011 and PSI 72/2011 and it is measured against two volumetric sized boxes and a single oversized item. The escort contractor is aware that property established within these limits must accompany the person to the facility to which they are to be transported. Property which exceeds the requirement stipulated within the PSIs, is not accountable to the contractor and will be refused to be transported by them. This property remains the	PECS Head of Reception and Visits	Completed and ongoing

			responsibility of the sending establishment to manage. All prisoner property received from establishments by the escort contractors is recorded on the PER, checked at each point of handover and signed for by the receiving NOMS/PECS contractor staff. This makes sure there is continuity of the property record. PECS continually monitors the level of complaints for quality and process compliance. If there is an instance experienced where the property of a prisoner is mislaid or lost and where it is assumed that the escort contractor is accountable, a complaints procedure is followed that triggers an interrogation into the incident and is responded formally by the escort contractor to the complainant. Complaints and procedures are an agenda item that forms part of the joint Contract Operations Meeting between PECS and their contractor and for which are monitored at each meeting to make sure a satisfactory conclusion is achieved for complaints.		
	<b>Early days in custody</b>				
<b>5.7</b>	There should be a suitable reception area for category A prisoners. (1.13, repeated recommendation 1.10)	Rejected	The category A prisoners who are received into the category A reception are only in the area for a short period of time. If this area was to be expanded, it may result in a reduction of cell spaces.	Head of Reception and Visits / Amey Manager	
<b>5.8</b>	All new arrivals should attend induction the day after their arrival, and it should be presented in ways that are accessible to first-time prisoners, foreign nationals and those with poor literacy. (1.14)	Accepted	All prisoners including category A, vulnerable prisoners and prisoners on de-tox receive induction the day after arrival. Language support and written material in foreign text is available.	Heads of Residential Services	Completed and ongoing
	<b>Bullying and violence reduction</b>				
<b>5.9</b>	The safer custody group should survey prisoners' perceptions of safety to inform its strategy, and take particular steps to identify and address the concerns of vulnerable prisoners. (1.23)	Accepted	This work has been completed previously, but will be revisited. The analysis and trends for safety will be considered when managing vulnerability. Strategy on management of those with safeguarding needs will be linked with this survey.	Head of Safer Custody and Segregation	30 September 2015
<b>5.10</b>	All victims of bullying should be supported and actions to support them should be documented. (1.24)	Accepted	Any prisoner highlighted as a victim of bullying will be supported with the use of the challenging anti-social behaviour support document.	Head of Residential Services	31 July 2015
<b>5.11</b>	All incidents of violence, including low-level	Accepted	Incidents of violence will be recorded and investigated by	Head of Safer	31 July 2015

	incidents, should be thoroughly investigated and the findings recorded. (1.25)		the violence reduction coordinator in order to identify issues and risks to individuals.	Custody and Segregation	
	<b>Self-harm and suicide</b>				
5.12	The prison should develop a local policy setting out its procedures to reduce self-harm, based on the needs of the prison's population. (1.32)	Accepted	An analysis and awareness of risk will be completed by the safer custody group in order to increase the knowledge of staff. A local policy will be put in place.	Head of Safer Custody and Segregation	31 October 2015
5.13	There should be a long-term rolling programme of recruitment and training to ensure there are sufficient Listeners. (1.33)	Accepted	In collaboration with the Samaritans, the safer custody coordinator and safer custody group will advertise and recruit sufficient numbers of prisoners to be trained. This will be done in conjunction with the offender management group in order to make sure that prisoners are kept at HMP Manchester and allowed to manage their sentence planning targets.	Head of Safer Custody and Segregation	31 July 2015
	<b>Safeguarding</b>				
5.14	The governor should work with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.37)	Accepted	HMP Manchester will work with the LSAB and the Director of Adult Social Services in developing a local safeguarding strategy	Head of Safer Custody and Equalities	31 August 2015
	<b>Security</b>				
5.15	Prisoners should not be placed on closed visits for issues that are not related to visits. (1.48)	Rejected	<p>PSI 15/2011, <i>Management of Security at Visits</i>, provides that closed visits may be imposed in the absence of specific visits-related activity.</p> <p>Closed visits may be imposed as an administrative measure where necessary in accordance with Prison Rule 34 (1) and (3), i.e. for reasons of securing good order and discipline or for the prevention of crime or in the interests of any persons. They should be applied where prisoners are proved or reasonably suspected of involvement in smuggling prohibited items through visits, or are considered to pose a reasonable risk of involvement, or when the application of closed visits is otherwise necessary for the grounds specified in the Prison Rules. In considering the imposition of closed visits, establishments should be able to demonstrate that in deciding to apply closed visits they: (a) have taken into account all the individual circumstances of the case; (b) have acted proportionately; and, (c) have kept the</p>	Security Policy Unit (SPU)/ Head of Security and Intelligence	

			requirement for the closed visit under review.		
5.16	The strip searching and handcuffing of prisoners should be proportionate and reflect the risk presented. (1.49)	Accepted	There are circumstances in which prisoners are required to be routinely full-searched. Full searching is an essential method used to find items of contraband secreted on the person and to prevent its importation into establishments. NOMS has a duty of care to prevent and deter illicit items from entering establishments which could be used by a prisoner to harm themselves or others.  The full searching and handcuffing of prisoners is risk assessed on a six monthly basis and signed off by the Deputy Director of Custody for High Security Prisons.	Head of Security and Intelligence	Completed and ongoing
5.17	The establishment should ensure that target tests are undertaken within the required time frame. (1.50, repeated recommendation 3.64)	Accepted	Recent staffing shortages have impacted on mandatory drug testing. However, this will be monitored to make sure tests are carried out on time.	Head of Security and Intelligence	Completed and ongoing
	<b>Incentives and earned privileges</b>				
5.18	Decisions to demote prisoners to basic level should be fully justified and always based on a thorough investigation. (1.56)	Accepted	Prisoners cannot be demoted to basic without a board that confirms why the prisoner is being placed on basic and what action has been taken by staff as per the national policy.	Head of Residential Services	Completed and ongoing
	<b>Discipline</b>				
5.19	The regime for segregated prisoners should be improved and include purposeful activities to prevent psychological deterioration. (1.69)	Accepted	The prison will provide the opportunity for increased cell working. Prisoners on Rule 45 will be risk assessed as part of the review for increased access to purposeful activity.	Head of Safer Custody and Segregation	31 October 2015
5.20	There should be formal and individualised care planning to help segregated prisoners return to conditions where they can interact with others and reduce their time in isolation. (1.70)	Accepted	In line with Prison Service Order 1700, any prisoner held over 30 days in segregation will have a care plan and all prisoners held on Rule 45 should have an exit plan in place to identify a safe and appropriate return to normal location.	Head of Safer Custody and Segregation	31 July 2015
5.21	Segregation monitoring arrangements should be improved. (1.71)	Accepted	SMARG reports will be discussed at a formal meeting on a monthly basis. Quarterly reports will be submitted to the High Security Prison Group, as well as being discussed with the senior management team (SMT) monthly.	Head of Safer Custody and Segregation	31 July 2015
	<b>Substance misuse</b>				
5.22	There should be a substance misuse strategy informed by a comprehensive needs analysis, and it should contain an action plan with performance measures that are reviewed at	Accepted	The Providers are currently in the process of completing a population needs analysis and the substance misuse strategy is under review based on this. The structure of the substance misuse meetings is also being reviewed.	Head of Healthcare and Substance Misuse / Lifeline	31 August 2015

	regular substance misuse strategy meetings. (1.79)		The supply reduction meeting will be supported by an overarching strategic meeting which will include an action plan.	Cluster Manager	
<b>5.23</b>	Prisoners with substance misuse issues, including with alcohol, should have access to a full range of psychosocial support, including mutual aid, peer support, one-to-one and group work, provided by staff who receive adequate training, supervision and managerial support. (1.80)	Accepted	<p>Lifelines provide the substance misuse service as a sub-contract to Manchester Mental Health and Social Care Trust who are the lead providers. The SMS providers will evidence delivery via a timetable of weekly groups and also an annual calendar for interventions. The needs analysis will feed into making the decision regarding these. Groups will include one off sessions and programmes.</p> <p>Peer Support will be managed via Recovery Champions. This will be an action for Lifelines' development plan. Recovery Champions will assist in supporting service users on location and where possible in groups co-facilitating.</p> <p>One-to-one sessions will be completed with service users linked to their recovery plan. Resources such as information packs from the International Treatment Effectiveness Project (ITEP) which is a tool to improve service effectiveness and the treatment of clients in the use of evaluated psychosocial interventions; and in cell packs will be used.</p> <p>Lifeline staff will receive supervision from their line manager and clinical governance monthly. Service flash meetings take place daily at 11.30. Team meetings will take place monthly.</p>	Head of Healthcare and Substance Misuse / Lifeline Cluster Manager	31 August 2015
<b>5.24</b>	The substance misuse service should have a mechanism for regular service user feedback to inform future service provision. (1.81, repeated recommendation 9.49)	Accepted	Lifeline will hold focus groups which will take place quarterly. These can be tailored to current themes such as the recovery wing at HMP Manchester (H1) or New Psychoactive Substances (NPS). Actions will be identified and used for service development. Feedback sheets will be completed following group sessions and closures of treatment.	Head of Healthcare and Substance Misuse / Lifeline Cluster Manager	31 August 2015
<b>5.25</b>	New arrivals with drug or alcohol dependency should receive documented overnight checks	Accepted	Lifeline will provide training for discipline and nursing staff as part of the prison monthly training days. This training	Lifeline Cluster Manager / Head	31 December 2015

	from staff who have received training in substance withdrawal, signs of over-sedation and first aid to identify and respond appropriately to emergencies. (1.82)		will focus on substance withdrawal, over sedation and emerging themes, such as NPS.  The head of healthcare will discuss with the Governor how refresher training in first aid can be added to the training schedule for discipline staff.	of Healthcare	
	<b>Residential units</b>				
5.26	Two prisoners should not share accommodation designed for one. (2.8, repeated recommendation 2.2)	Rejected	The occupancy of prison cells is determined by establishments and certified by Deputy Directors of Custody (DDC) in accordance with PSI 17/2012, which provides clear guidelines for determining cell capacities. Cells will only be shared where a DDC has assessed them to be of adequate size and condition for doing so. All accommodation is compliant with the certified cell certificate.	Deputy Directors of Custody / Head of Residential Services	
5.27	All showers should be refurbished and provide appropriate privacy, cell toilets should be suitably screened and broken windows should be mended immediately. (2.9)	Accepted Subject to Resources	Funding has been received in 2015-16 to fund the rolling programme to refurbish the showers. However, there is currently no funding allocated for the repair of the windows which remains an ongoing maintenance issue.	Head of Residential Services	Long Term Action
5.28	Wing laundries should be fitted with industrial washing machines and dryers. (2.10)	Accepted	HMP Manchester uses industrial washing machines and tumble dryers to make sure that all items are cleaned to an acceptable level. However, due to issues purchasing suitable washers/dryers, the prison is currently using domestic equipment until this has been resolved.	Head of Residential Services	30 September 2015
5.29	Prisoners should be able to make telephone calls in private protected from background noise. (2.11, repeated recommendation 2.12)	Partially Accepted	Phone hoods have been ordered and will be fitted once received. However, not all areas where phones are sited can accommodate the hoods.	Head of Residential Services	Completed and ongoing
	<b>Staff-prisoner relationships</b>				
5.30	The quality of personal officer arrangements and work should be improved. (2.19)	Accepted	The personal officer arrangements have been reviewed. Personal officer work is now an essential element of the job description and will be monitored via the SPDR and management check systems.	Head of Residential Services	31 March 2016
	<b>Equality and diversity</b>				
5.31	The prison should develop a strategy to ensure that the needs of all minority groups are identified and addressed, all aspects of equality and diversity are promoted, and outside support agencies are engaged. (2.28)	Accepted	Forum groups specifically for prisoners from a BME background will be held monthly to address and highlight perceptions of prisoners. These forums will be chaired by the deputy governor. Prisoners from other protected characteristic groups will have monthly forums and meeting groups.	Head of Safer Custody and Segregation	31 July 2015

5.32	The prison should gather data on the equality of treatment for all protected characteristics, and should explore and address any problems that are consistently identified. (2.29)	Accepted	This is currently in place with the provision of information from the Hub Equalities Monitoring Tool (EMT) and the information from DIRFs is discussed at a senior level at SMT and also at the equalities meeting to explore and address any issues consistently presented from discrimination or performance.	Head of Safer Custody and Segregation	Completed and ongoing
5.33	The provision for older prisoners should be improved. (2.40)	Accepted	The prison will introduce a drop-in centre for elderly prisoners. In collaboration with external partners, the prison will look at improving care and support needs for prisoners who do not reach the threshold for assessment and assistance under the Care Act 2014.	Head of Safer Custody and Segregation	31 December 2015
<b>Faith and religious activity</b>					
5.34	All prisoners who wish to do so should be able to attend Friday prayers. (2.45)	Accepted	<p>Friday prayers now take place in the Chapel. A list of prisoners applying for Friday prayers is submitted by noon every Thursday. This is reviewed by security and prisoners are then escorted either to the chapel or the World Faith Room for services.</p> <p>The exceptions to this are:</p> <ol style="list-style-type: none"> <li>1. The category A unit, where an Imam leads worships in the classroom. This worship takes the form of Jummah prayer if three or more prisoners attend, otherwise some other form of suitable worship service is offered.</li> <li>2. The segregation and Special Interventions Unit (SIU) units, where there might not be the required three worshippers for Jummah prayer, or there might be security reasons preventing prisoners meeting together for corporate worship.</li> </ol> <p>Any prisoner who is denied access to any worship service for security reasons will be issued with the relevant paperwork.</p>	Head of Reducing Re-offending / Managing Chaplain	Completed and ongoing
<b>Complaints</b>					
5.35	All responses to complaints should be polite and address the relevant issues. (2.49)	Accepted	A 10% monthly check of complaints is undertaken by SMT members on a rota basis to make sure that responses are	Senior Management	Completed and ongoing

			to the standard required.	Team (SMT) Members	
	<b>Legal rights</b>				
<b>5.36</b>	All prisoners should be able to access adequate bail services. (2.54)	Accepted	Bail advice and services will be delivered at HMP Manchester.	Head of Residential Services	30 November 2015
	<b>Health services</b>				
<b>5.37</b>	Health staff should have easy access to regular recorded supervision and all required mandatory training. (2.66)	Accepted	<p>The provider makes sure that compliance with mandatory training is monitored by managers and staff are made aware of when training is due. This forms part of the annual appraisal process. Where access to e-learning has been difficult, the appropriate training has been provided through a different medium to enable staff to complete it. This is also examined via the new format of contract monitoring meetings.</p> <p>All managers are aware that access to clinical supervision should be an integral part of a healthcare worker's development and should be part of their management supervision and appraisal discussions.</p>	Head of Healthcare	Completed and ongoing
<b>5.38</b>	All clinical areas should be fully compliant with current infection control standards. (2.67)	Accepted	A new cleaning schedule has been forwarded to Amey, the new provider, in order to address cleaning issues. Infection control standards will continue to be audited by the Trust.	Head of Healthcare / Amey	31 August 2015
<b>5.39</b>	Prisoners should not routinely wait in health care for excessive periods before and after appointments, and the waiting facilities should be adequate for the number waiting. (2.68)	Accepted	<p>The head of healthcare will continue to discuss this recommendation with the Governor and heads of residence to make sure that discipline staff continue to complete the required actions to enable prisoners to access the healthcare services and get them to and from their appointments.</p> <p>The head of healthcare will discuss the provision of further seating in the waiting rooms with facilities management.</p>	Head of Healthcare	Completed and ongoing
<b>5.40</b>	Prisoners should be able to complain about health services through a well-publicised confidential system, and all responses to complaints should be prompt and fully address all the issues raised. (2.69)	Accepted	In line with the recommendations made, a notice to prisoners and staff has been circulated highlighting that a confidential system for health complaints is now in place. Manchester Mental Health and Social Care Trust's concern and complaint forms are now available on the residential units and these come directly to healthcare.	Head of Healthcare	31 July 2015

			Audits will be conducted on the responses to these complaints to make sure they answer the issues raised.		
<b>5.41</b>	Waiting times for primary care services, including the GP and optician, should not exceed clinically acceptable waiting times in the community. (2.75)	Accepted	The provider will make sure that there are sufficient clinicians and services available to deliver acceptable waiting times. A notice to prisoners will be issued informing them of the effect that non-attendance at appointments has on the waiting lists.	Head of Healthcare	Completed and ongoing
<b>5.42</b>	Information about prisoners' medication prescribed in the community should be confirmed consistently and dispensed promptly. (2.81)	Accepted	The details of a prisoner's GP are sought on their initial arrival into reception. The GP surgery is then faxed to confirm details of medication and previous medical / psychiatric history. These are reviewed by the GP on receipt and appropriate action is taken.  Where a response has not been received from the GP within 72 hours, the provider will contact the GP surgery for an update and audit the time between receipt of information and review by the prison GP.	Head of Healthcare	Completed and ongoing
<b>5.43</b>	Medicines should be administered at an appropriate time for maximum clinical effect, and dispensed, administered and stored in line with professional standards. (2.82)	Accepted	The provider has worked closely with the prison to make sure that the core day, imposed as part of the benchmarking process, allows for sufficient time to achieve maximum therapeutic effect between doses.  All nursing staff have been reminded of the need to comply with professional standards and the Standards for Medicines Management.  The lead pharmacist will undertake a review of the pharmacy and treatment rooms to make sure that the dispensing and storage of medications meets professional standards.	Head of Healthcare	31 July 2015
<b>5.44</b>	In-possession medication risk assessments, which consider the risks of the patient and the drug, should be completed consistently and accessible to health care staff. (2.83)	Accepted	The provider has implemented a new risk assessment, which assesses the risk of the patient and the drug. This has now been incorporated into the reception screening template, to make sure all new receptions are risk assessed. All staff have received training in this assessment template. This assessment is also available for nursing staff to access from the clinical record should there be a need to review risk.	Head of Healthcare	Completed and ongoing

5.45	Prisoners in shared cells should have lockable cabinets in which to store in-possession medication. (2.84)	Accepted subject to resources	A business case will be submitted for lockable cabinets in shared cells.	Head of Residential Services	31 December 2015
5.46	Prisoners should have prompt access to appropriate medication through patient group directions and 'special sick' supplies, and their use should be consistently recorded and monitored. (2.85)	Accepted	The provider will make sure that the lead GP reviews the patient group directions and special sick supplies to make sure that they meet the needs of the prison population	Head of Healthcare	31 August 2015
5.47	There should be mental health awareness training for custody staff. (2.93)	Accepted	The head of mental health will discuss this recommendation with the training unit to see if this can be facilitated within the prison staff induction programme.	Head of Mental Health	31 July 2015
5.48	Patients requiring mental health inpatient care should be transferred expeditiously. (2.94, repeated recommendation 5.85)	Accepted	<p>HMP Manchester works within PSIs and Department of Health guidance for mental health transfers. Availability of hospital beds, however, is not something that the prison can influence. Where it is believed there is an undue delay in transfer, healthcare staff will seek the support of commissioners in expediting the transfer.</p> <p>The transfer of patients from prison into secure mental health beds is the responsibility of the Specialist Commissioning Team within NHS England. There is currently a huge pressure on beds of all levels of security including CAMHs beds across the country. Waiting lists currently exist and case managers are working with providers and our other partners to alleviate pressure in the system where possible and make sure clinical review of those waiting admission.</p>	Head of Healthcare NHS England	Completed and ongoing
<b>Catering</b>					
5.49	Lunch should not be served before 12 noon and the evening meal not before 5pm, and breakfast should be issued on the day it is to be eaten. (2.99)	Partially Accepted	<p>Under the new core day meals are served at the following times:</p> <p>Monday to Friday - lunchtime meals are served between 12.00pm -12.30pm. Saturday and Sunday - lunchtime meals are served between 11.45am -12.15pm.</p> <p>Monday to Thursday - evening meals are served at between 5.30pm and 6.15pm.</p>	Head of Reducing Re-offending / Catering Manager	31 October 2015

			<p>Friday – evening meals are served 5pm to 6.15pm</p> <p>Saturday and Sunday – evening meals are served between 5.15pm and 5.45pm</p> <p>There is no capacity to serve breakfast to prisoners on the day without severely impacting on the regime. The serving of breakfast packs the evening before is a well-established practice across the prison estate and one, which contributes to a swifter start to the morning regime, including start time for work and other activities. The contents of the packs are suitable to be stored in the prisoners' cells overnight.</p>		
<b>5.50</b>	Prisoners should be able to dine out of cell. (2.100)	Partially Accepted	<p>The width and layout of the majority of the residential units at HMP Manchester does not provide adequate space to facilitate out of cell dining. The affordability and priority of any work to provide adequate space to facilitate this must be carefully considered. Due to the limited budget available, only the highest priority refurbishment work is currently being considered throughout the estate. Providing facilities for out of cell dining at HMP Manchester does not currently meet that criteria, and there are no plans for this to be provided. The Governor will, however, continue to make every effort to enable prisoners to eat their meals outside their cells, where this is possible.</p>	<p>Head of Residential Services</p> <p>MoJ Estates</p>	Completed and ongoing
	<b>Purchases</b>				
<b>5.51</b>	New arrivals should be able to receive a full shop order within their first 72 hours. (2.104)	Rejected	<p>Each prison has one set ordering day in the week for retail purchases, and one corresponding delivery day. To provide extra deliveries outside of this for new arrivals would be cost prohibitive. Prisoners should be offered a reception pack to purchase on arrival; a number of different packs are available. Their first full order can then be placed on the next usual ordering day.</p>	<p>Head of Corporate Services / Commissioning Group</p>	
	<b>Time out of cell</b>				
<b>5.52</b>	All prisoners should be able to spend a reasonable and predictable amount of time out of their cell and be able to access a full prison	Accepted	<p>In April 2015, the benchmark number of staff at HMP Manchester was achieved and now ensures that the regime is more predictable. All prisoners are now offered</p>	<p>Heads of Residential, Safer Custody</p>	Completed and ongoing

	regime every day. (3.5)		the opportunity of both time out of cell and sufficient provision of purposeful activity.	and Segregation	
	<b>Learning and skills and work activities</b>				
5.53	There should be a survey of prisoners' learning and skills needs to inform development of the provision. (3.12).	Accepted	The learner voice survey will be completed in line with the quality calendar. Focus groups will be conducted from this.	Head of Reducing Re-offending / Learning Skills & Employment (LSE) Manager	31 October 2015
5.54	There should be effective quality assurance arrangements for all taught sessions. (3.13)	Accepted	Provision will be quality assured by the head of learning and skills, industries and offender learning and skills service (OLASS) manager	Offender Learning and Skills Service (OLASS) Manager / Head of Learning and Skills / Industries Manager	31 October 2015
5.55	The prison should systematically analyse a wider range of data to inform learning and skills and work performance management and curriculum development. (3.14)	Accepted	This forms part of the Ofsted support actions that are being taken forward at the prison.	Head of Reducing re-offending / LSE Manager	30 April 2016
5.56	The quality improvement group should rigorously monitor, evaluate and improve performance. (3.15)	Accepted	As 5.55.	Head of Reducing re-offending / LSE Manager	30 April 2016
5.57	The prison should increase the range of available education and work for category A prisoners. (3.21)	Accepted	Education will undertake a needs analysis of E wing and will review the needs of the prisoners in this area with the view to increasing provision. A feasibility study will look at increasing activities/interventions on the unit in line with staffing and physical accommodation.	Head of Reducing re-offending / LSE Manager / Head of Psychology / Industries Manager	30 April 2016
5.58	Target setting should be improved and used in conjunction with specialist diagnostic assessment and English and mathematics skills tests to plan individual learning. (3.27)	Accepted	Individual Learning Plans (ILP) will be consistent and include both SMART and soft targets. Target setting will be used in conjunction with specialist diagnostic assessment.	Head of Reducing re-offending / OLASS Manager /	31 October 2015

				LSE	
5.59	All prisoners should receive appropriate English and mathematics support while working. (3.28)	Accepted	Outreach provision will be re-introduced into industries to meet this recommendation.	Head of Reducing re-offending / LSE / OLASS Manager	30 April 2016
5.60	Induction should effectively promote prisoners' understanding of the available learning and skills provision. (3.29)	Accepted	This forms part of the Ofsted support actions being taken forward at the prison. This will be next reviewed in August 2015. Induction systems will now include a course curriculum for all available learning and skills provision.	OLASS Manager / LSE Manager	30 April 2016
5.61	The prison should investigate and address the reasons why prisoners leave classroom-based courses before completing them. (3.33)	Accepted	The data book will be examined monthly. Accurate data for removal from classes will be captured on Prison-NOMIS and the report from this will be looked at. Withdrawals will be monitored.	OLASS Manager / LSE Manager	31 January 2016
	<b>Physical education and healthy living</b>				
5.62	The prison should ensure that all prisoners have access to the main gym, raise participation rates in PE, and effectively monitor the use of PE facilities throughout the prison. (3.44)	Accepted	A programme will be introduced throughout the establishment that will give the prison population the opportunity to attend the main gymnasium. This provision will be monitored.	Activities Manager/ Supervising Officer PE	31 October 2015
5.63	Prisoners should be offered courses that support employment in the fitness industry. (3.45)	Accepted	The Focus Gym Instructors Course will take place utilising K wing gym; the current cardio vascular gym will be made into a classroom. Consideration will also be given for the possibility of vulnerable prisoners using the area to attend a vulnerable prisoner only focus group.	Activities Manager / Supervising Officer PE	31 January 2016
	<b>Strategic management of resettlement</b>				
5.64	The reducing reoffending strategy should be based on an up-to-date needs analysis, incorporate offender management, and identify and address the needs of specific groups of prisoners. (4.6)	Accepted	A follow-up needs analysis will be undertaken building on the work of the offender management unit (OMU). The reducing re-offending strategy will be reviewed to reflect the changes and needs of the population.	Head of Reducing re-offending / Head of Equalities	30 April 2016
5.65	Release on temporary licence should be used for the purpose of maintaining family ties for suitably assessed category C and D prisoners. (4.7, repeated recommendation 9.66)	Accepted	The release on temporary licence (ROTL) eligibility criteria will be circulated so that prisoners are aware. Each case will be considered on its own merits.	Head of Offender Management	31 August 2015
	<b>Offender management and planning</b>				
5.66	Offender supervisors should have regular and	Accepted	All new prisoners will be seen within 72 hours of reception	Head of Offender	31 December

	meaningful contact with prisoners, which should motivate and support them to address their offending behaviour. (4.16)	Subject to Resources	<p>to enable the completion of part one of the basic custody screening tool (BCST). All life sentence and tier four offenders will be seen by their allocated offender supervisor within 10 days of reception. Contact will then be bi-monthly and will be recorded. All other prisoners will be seen within eight weeks to enable completion of OASys (offender assessment system). Further contact will be as and when required in order to facilitate categorisation and the sentence planning process.</p> <p>Effective completion of this recommendation is reliant on achieving a full staffing complement and implementation of Band 4 'dual role' as per the Memorandum of Understanding.</p>	Management	2015
<b>5.67</b>	There should be management monitoring to ensure that all elements of offender management are timely and of a sufficient standard, including OASys (offender assessment system) reviews, risk management plans and sentence plan objectives. (4.17)	Accepted	<p>The OMU band 5 hub managers will complete a monthly performance report that highlights: work completed; any work completed late; the size of any backlog; and the number of contacts between the offender supervisors and the prisoner.</p> <p>This report will be quality assured by the band 7 OMU manager who will then take appropriate action to address any concerns and feedback the information to SMT and the DDC via the monthly National Assurance Process report.</p>	Head of Offender Management	31 December 2015
<b>5.68</b>	All releases on home detention curfew should be timely. (4.18)	Accepted Subject to Resources	<p>Effective completion of this recommendation is reliant upon achieving a full staffing complement both within the OMU at HMP Manchester and external probation. A dedicated band 3 administrator will be allocated to complete HDC referral paperwork and liaise with external probation to obtain the necessary reports.</p>	Head of Offender Management	31 December 2015
<b>5.69</b>	All staff contact with prisoners should be recorded on one system to ensure that all parties are aware of and share relevant information. (4.19)	Accepted	<p>All staff working within the OMU will be instructed to record all relevant contact with prisoners onto the Prison-NOMIS system. This will be in addition to any other system in place such as Visor, Delius, OASys and OMU contact sheets.</p>	Head of Offender Management	31 December 2015
<b>5.70</b>	The management level in multi-agency public protection arrangements (MAPPA) cases should be confirmed six months in advance of	Accepted	<p>HMP Manchester's public protection unit has a dedicated seconded probation officer and a band 3 administrator will make sure that the referral of MAPPA cases takes place</p>	Head of Offender Management	31 December 2015

	the prisoner's release date. (4.22)		at the appropriate times.		
5.71	Prisoners facing a likely life sentence should be identified on remand and given information and support as required. (4.26)	Accepted	All new prisoners will be seen within 72 hours of reception to enable the completion of part one of the BCST. Any prisoner identified during this process as a potential lifer will be signposted to the relevant agency for information and support as required.	Head of Offender Management	31 December 2015
	<b>Reintegration planning</b>				
5.72	All resettlement pathways services available to prisoners should be better publicised throughout the prison. (4.30)	Accepted	Purple Futures will increase awareness through posters, information in reception and resettlement wings. Education will provide curriculums for services. The National Careers Service will engage with prisoners and give information on reception. The induction book will be updated. Peer support will be provided on the wings.	Head of Reducing re-offending / Head of Residential and Services/ Health care Centre and SMS Manager	30 September 2015
5.73	The virtual campus should be available to prisoners. (4.35)	Accepted	Access to the virtual campus will be made available to prisoners subject to security restrictions.	Head of Reducing re-offending / LSE Manager / Head of Security and Intelligence	31 January 2016
5.74	All prisoners should have access to family visits. (4.46, repeated recommendation 9.63)	Partially Accepted	Prisoners recorded on the IEP system as enhanced or standard are now able to apply for family days. Prisoners highlighted as being on a basic regime, or where security intelligence indicates that the prisoner has security/violence issues or is involved within the drug culture, will not be authorised to attend a family visit. Extra and improved visits may be earned under local Incentives and Earned Privileges (IEP) schemes. It is reasonable to limit family days to those on enhanced and standard.	Head of Reception and Visits	Completed and ongoing
5.75	A victim awareness course should be available to prisoners requiring it. (4.51)	Accepted	This course is now funded as part of the offender learning and skills service provision.	Head of Reducing re-offending / LSE Manager / OLASS Manager	31 October 2015
	<b>Housekeeping points</b>				
	<b>Early days in custody</b>				
5.76	Reception risk interviews should be held in the	Accepted	Reception/first night induction staff have been briefed	Head of	Completed

	private interview booths. (1.15)		accordingly to make sure that reception risk interviews are held in the private interview booths.	Reception and Visits	and ongoing
<b>5.77</b>	All new arrivals should be offered a free telephone call in reception, subject to risk assessment. (1.16)	Accepted	All new receptions will be offered a telephone call subject to risk assessment. Occasionally the telephone call cannot be connected due to there being no-one at the address. However, this is recorded in the induction pack.	Head of Reception and Visits	Completed and ongoing
	<b>Security</b>				
<b>5.78</b>	The mandatory drug testing holding rooms should be clean and free of graffiti. (1.51)	Accepted	Staff in this area will make sure that correct cleaning schedules are in place and used on a daily basis	Head of Residential Services	31 August 2015
	<b>Residential units</b>				
<b>5.79</b>	All areas of wings should be kept clean, including nettings, stairs and underneath railings. (2.12)	Accepted	Cleaning aids will be sourced so that nettings stairs and underneath railing can be cleaned safely.	Head of Residential Services	31 December 2015
<b>5.80</b>	Responses to prisoner applications should be prompt. (2.13)	Accepted	A notice to staff will be re-issued to remind all staff of the correct process that needs to be followed.	Head of Residential Services	31 October 2015
	<b>Staff-prisoner relationships</b>				
<b>5.81</b>	Staff should refer to prisoners by the preferred name. (2.20)	Accepted	This forms part of the rehabilitation culture agenda and will be taken forward.	Head of Residential Services	31 January 2016
<b>5.82</b>	Outcomes from prisoner consultation forums should be communicated effectively to the wider prisoner population. (2.21)	Accepted	The minutes and outcomes from prisoner consultation forums will be widely published across the prison.	Head of Residential Services	31 August 2015
	<b>Complaints</b>				
<b>5.83</b>	Independent Monitoring Board and confidential access complaint forms should be readily available to all prisoners. (2.50)	Accepted	The business hub now replenishes the stock of forms on each wing.	Head Of Corporate Services	Completed and ongoing
	<b>Legal rights</b>				
<b>5.84</b>	Prisoners' legal telephone numbers should be processed quickly. (2.55)	Accepted	The business hub collect and process all legal PIN phone numbers on the day of receipt from the wings. These are processed the same day, unless further public protection checks are required.	Head Of Corporate Services	Completed and ongoing
	<b>Health services</b>				
<b>5.85</b>	Medication should be transported through the prison safely and securely. (2.86)	Accepted	The head of healthcare and pharmacy will review the current process for transportation of medication against	Head of Healthcare	31 August 2015

			the current standards to make sure that the prison is meeting the standards required.		
<b>5.86</b>	Prisoners who require regular prescribed medication while at court should have a correctly labelled supply and clear administration instructions sent with them for court staff to administer. (2.87)	Accepted	The head of healthcare will liaise with the custody office, security and pharmacy to identify how up to date court lists can be obtained by the pharmacy. This will enable an appropriate process to be implemented for court medications.	Head of Healthcare	31 August 2015
	<b>Catering</b>				
<b>5.87</b>	Managers should ensure that server workers deliver a consistent service. (2.101)	Accepted	Wing managers will make sure that all wing server workers deliver a consistent service.	Head of Residential Services	30 November 2015
	<b>Learning and skills and work activities</b>				
<b>5.88</b>	Self-assessment action plans should include sufficiently detailed actions and targets to raise standards across the provision. (3.16)	Accepted	This will form part of the Ofsted support actions and will be subject to review.	Head of Reducing re-offending / OLASS Manager	30 April 2016
<b>5.89</b>	The library orderly should receive appropriate accredited training. (3.37)	Accepted Subject to Resources	A distance learning course will be identified for all library orderlies.	Head of Reducing re-offending / OLASS Manager / Head of Learning and Skills	31 October 2015
<b>5.90</b>	The rate of library stock loss should be reduced. (3.38)	Accepted	A system to reduce the loss of library books will be re-introduced. This will include printing off discharge lists and library book boxes on the wings.	Head of Reducing re-offending / OLASS Manager	31 October 2015
	<b>Strategic management of resettlement</b>				
<b>5.91</b>	The offender management unit should be represented by a senior member at reducing reoffending meetings. (4.8)	Accepted	The offender management unit will provide a representative at the reducing reoffending meetings.	Head of Offender Management Unit	31 July 2015
	<b>Reintegration planning</b>				
<b>5.92</b>	Prisoners should be able to attend arranged appointments with staff and agencies involved with education, training and employment. (4.36)	Accepted	A designated appointment system has been introduced for prisoners to attend arranged appointments in either workshop four or special visits.	Head of Residential Services / Head of	Completed and ongoing

				Reducing re-offending	
<b>5.93</b>	The use of bibs for prisoners during visits should cease. (4.47, recommendation 9.58 repeated as a housekeeping point)	Rejected	The wearing of high visibility clothing on visits is an integral aspect of security management. It assists in identifying prisoners during and after visits sessions and helps to prevent them from escaping. Ultra-violet stamps are also in place for visitors but high visibility clothing makes sure that prisoners are instantly identifiable in the visits hall for reasons of security, safeguarding and public protection. The management of security at visits requires that arrangements are in place to identify and account for prisoners both before and after visits. Where appropriate, Governors have the discretion to require prisoners to wear distinctive clothing to aid staff supervising visits.	Head of Reception and Visits	

<b>Recommendations</b>		<b>Housekeeping Points</b>	
Accepted	62	Accepted	16
Accepted Subject to Resources/Partially Accepted	9	Accepted Subject to Resources/Partially Accepted	1
Rejected	4	Rejected	1
<b>Total</b>	<b>75</b>	<b>Total</b>	<b>18</b>